



Luware offers Nimbus customers user and Administrator resources within their 24/7 help site online.

Click on the section below that interests you to open that section of the Nimbus help in your browser.

 help.luware.com/nimbus




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Nimbus

Contact Center and intelligent task routing for Microsoft Teams


Nimbus
 

FURTHER SUBCATEGORIES

 **Introduction to Nimbus**


- Introduction to Nimbus
- Nimbus Features
- Nimbus in a Flash

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 **Release Notes**


- Latest Release Notes
- Nimbus BI Template Release Notes
- Release Note History

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 **Initial Setup**


- Installation Prerequisites
- Upload App Manifest
- Nimbus Installation

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 **Service Provisioning**


- Service Provisioning
- Provisioning via Microsoft PowerShell
- Nimbus App Permissions

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 **Administration**


- Administration Overview
- License Management
- User Preferences (Admin)

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 **Usage of Nimbus**


- Frontend Portal Overview
- Nimbus Personal App
- Nimbus Teams Tab

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 **Reporting**


- Nimbus Reporting
- Nimbus Reporting Model
- Nimbus KPI Calculations

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 **Nimbus Integrations**


- Nimbus Power Automate Connector
- Setting Up Power BI
- Integration Possibilities

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 **Best Practices**


- Best Practices - Multihoming
- Best Practices - Omni Channel Contact Center
- Best Practices - Designing Adaptive Cards for Nimbus and MS Teams

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 **Use Cases**

- Introduction to Nimbus Use Cases
- Use Case - Creating an External Task
- Use Case - Retrieving Microsoft Entra ID Fields via Agent Token

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 **Nimbus Resources**

- FAQ and Troubleshooting
- How to use this Knowledge Base
- Nimbus Glossary

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